State of Texas
Department of Information Resources
Leadership for Texas Government Technology

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: CenturyLink

Vendor website: http://www.qwest.com/texan-ng/

Service Area: Voice

Category: VoIP

Managed IP Communications

OneFlex Managed IP Communications is a managed customer premises equipment (CPE) based VoIP solution with multiple service options. It is a fully bundled IP telephony service which offers a highly customized solution that unifies your network into an integrated platform to support voice, video and video.

* This is a CenturyLink billed service

SERVICE DELIVERY SLA

Quote Request
10 Business Days

Installation Interval
45 Business Days

Disconnect
30 Business Days

Service Term
12 Months

PERFORMANCE SLA

Availability
100% monthly

Mean Time to Repair (MTTR)

4 hours / instance

NOTE: MTTR does not include time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

With the exception of the fully bundled package offering, the customer will need to provide:

a) routing equipment with the ability to process IP traffic with different levels of QOS (Quality of Service).

b) IP Service is required

c) demarc extension: if demarc extension is required by the LEC, it should be requested at the time of order. The cost for demarc extension is a separate NRC charge.

* A 4% Cost Recovery Fee (CRF) has been added by DIR to Vendor provided pricing.

CENTURYLINK MANAGED IP COMMUNICATIONS PRICING

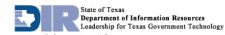| Managed VoIP Seat Pricing - Office Enhanced			
	Monthly		
# of Users	Rate	Total	Office Seat Example
0 1 - 19	$35.87	$35.87	1 Seat
20 - 49	$34.84	$696.80	20 Seat
50 - 99	$34.32	$1,716.00	50 Seats
100 - 499	$32.76	$3,276.00	100 Seats
500 - 999	$31.72	$15,860.00	500 Seats
1000 - 4999	$29.64	$29,640.00	1000 Seats
5000 - 9999	$27.56	$137,800.00	5000 Seats
10,000+	$25.47	$254,696.00	10,000 Seats

Ancillary Services:	
White Pages Listing	$2.03
Yellow Pages Listing	$2.03
Microsoft Outlook Integration	$9.35
Integrated Messaging	$9.35

Office package includes:
• Unlimited local and 8XX outbound calling
• Unlimited on-net calling (user to another user)
• E911 and V911 dialing2
• Personal online dashboard with:
– Call logs
– Contact manager
– Click-to-call
– Click for voice mail
• Voice mail with:
– E-features
– Indicator (CPE feature)
– One-button push
• Office administrator account profile
• Distinctive ring
• Abbreviated dialing
• Caller ID
• Call waiting
• Call hold
• Call block
• Call transfer
• Call forwarding
• Smart call forwarding
• Three-way calling
• Pick Up Groups
• Call Park
• Do not disturb • Speed dial
• Repeat dialing
• Hunt groups
• Multi-line / bridge line appearance
• Paging
• Auto Attendant
• Unified Messaging
• 24/7 telephone customer support

Office Enhanced Package (includes Office features) plus:

• Microsoft® Outlook® integration

• Remote calling

Basic Seats - (can only be purchased with Office or Office Enhanced)

Voice Only - No voicemail   (ideal for Lobby phone)

Interaction Routing	Term	MRC	MRC Description	NRC	NRC Description
Bundled Agent Packages	1 year	$64.90	Quick Launch Agent	$31.20	Initial Set up
		$84.86	Skills Based Agent	$39.52	Initial Set up
		$114.82	CTI Based Agent	$44.72	Initial Set up
		$144.77	Outbound Only Agent	$67.60	Initial Set up
		$94.85	Supervisor Standalone	$46.80	Initial Set up
Web Applications		$64.90	web 1st Application	$41.60	Initial Set up
		$15.60	web Added Application (each)	$15.60	Initial Set up
Outbound		$84.86	Blended Agent Add On	$39.52	Initial Set up
Work Force Management		$44.93	Work Force Management Bundle Add On	$16.64	Initial Set up
Destop Applications		$12.48	Genesys Agent Desktop per Agent	$15.60	Initial Set up
		$442.00	Desktop Subscription (Simplex)	$400.40	Initial Set up
		$16.12	Genesys Agent Desktop Host (Simplex)	$0.00	
		$910.00	Desktop Subscription (Duplex)	$676.00	Initial Set up
		$20.80	Genesys Agent Desktop Host (Duplex)	$0.00	
		$24.96	Enhanced Desktop (Quick Launch)	$10.40	Initial Set up
Additional Applications		$46.80	Call Recording per port	$78.00	Initial Set up
		$8.32	Call Recording Storage per port for each 12 month increment	$0.00	
		$26.00	CTI Standalone Add per Agent	$15.60	Initial Set up
Usage Billing		$0.02	Platform Usage	$0.00	
Hosted IVR	**Port Model**				
	1 year	$416.00	Monthly Subscription DTMF** (Touch-tone)		
	1 year	$75.40	Hosted IVR DTMF Virtual Port (Per Port)		
	1 year	$148.20	Hosted IVR DTMF Bridging Port (Per Port)		
	1 year	$136.50	Carrier Neutral DTMF Virtual Port (per port)		
	1 year	$390.00	Monthly Subscription ASR** (Speech Recognition)		
	1 year	$152.10	Hosted IVR Speech Recognition Virtual Port (per Port)		
	1 year	$304.20	Hosted IVR Speech Recognition Bridging Virtual Port (per port)		
	1 year	$206.70	Carrier Neutral Speech Recognition Virtual Port (per port)		
	1 year	$1,560.00	Intelligent Call Processing (ICP) Peripheral Gateway Link	$780.00	Intelligent Call Processing (ICP) Peripheral Gateway Link Installation
	1 year	$15.60	Text-To-Speech Surcharge (per Port)		
	1 year	$58.50	Name & Address Speech Module Surcharge (per port)		
	1 year	$0.07	Overflow Protection Premium (per Minute Metered)		
	1 year	$0.03	Bridging (rate per minute) - Billed for a minimum 18 second initial increment and six second increments for the duration of the bridged portion of the call. Calls are considered bridged when the call is answered.		
Hosted IVR	**Minutes of Use Model**				
	1 year	$416.00	Monthly Subscription DTMF** (Touch-tone)		
	1 year	$416.00	Mohthly Subscription ASR** (speech recognition)		
	1 year	$0.03	Hosted IVR DTMF Virtual Port including Text to Speech & Shared Hosting (per virtual port MOU)		

Category	Term	Price	Description		
	1 year	$0.05	Hosted IVR Speech Recognition Virtual Port including Text to Speech & Shared Hosting (per virtual port MOU)		
	1 year	$0.07	Hosted IVR Speech Recognition Virtual Port Including Name and Address OSDM, Text to Speech & Shared Hosting (per virtual port MOU)		
	1 year	$1,560.00	Intelligent Call Processing (ICP) Peripheral Gateway Link	$780.00	Intelligent Call Processing (ICP) Peripheral Gateway Link Installation
	1 year	$0.03	Bridging (rate per minute) - Billed for a minimum 18 second initial increment and six second increments for the duration of the bridged portion of the call. Calls are considered bridged when the call is answered.		
Hosted IVR	**ACD Connect**				
	1 year	$780.00	ADC Connect Monthly Connection Charge (per connection)	#REF!	ACD Connect Installation
	1 year	$0.01	ADC Connect per Call surcharge		
Hosted IVR	**Call Recording**				
	1 year	$61.62	Call Recording Monthly Charge (per port)	waived	Call Recording Installation
	1 year	$7.80	Call Recording Storage 12 Month Increment up to 7 Years (per port)		
Hosted IVR	**CTI Standalone**				
	1 year	$23.40	CTI Standalone Add	waived	CTI Standalone Installation per agent
Hosted IVR	**Multi-Tenant Managed Application**				
	1 year	$23.40	1-10 Hosted IVR Virtual Ports (per port)		
	1 year	$19.50	11-50 Hosted IVR Virtual Ports (per port)		
	1 year	$15.60	51-200 Hosted IVR Virtual Ports (per port)		
	1 year	$14.04	Over 200 Hosted IVR Virtual Ports (per port)		
Hosted IVR	**Single-Tenant Managed Application**				
	1 year	Source SOW	Hosted IVR Single Tenant Managed Application	Source SOW	Hosted IVR Single Tenant Managed Application Set up
Hosted IVR	**Technical Services**				
	1 year	Source SOW	Application Support - Standard (M-F, 8 a.m. - 5 p.m.) for Hosted IVR Apps	Source SOW	Application Development
	1 year			Source SOW	Project Management
	1 year	Source SOW	Application Support - Premium (24/7/365) for Hosted IVR Apps		
	1 year	$218.40	Application Support Services Hourly Rate		
Hosted IVR	**Call Administration Tools**				
	1 year	$1,560.00	Complete Call Administration Tool (CAT)		
	1 year	$390.00	Call Routing Tool		
	1 year	$390.00	Customer Survey Tool		

Managed IP Communications

Managed IP Communications Service is generally available throughout the State. Hi-Cap service is subject to infrastructure availability.